

Fig. 1A (prior art)

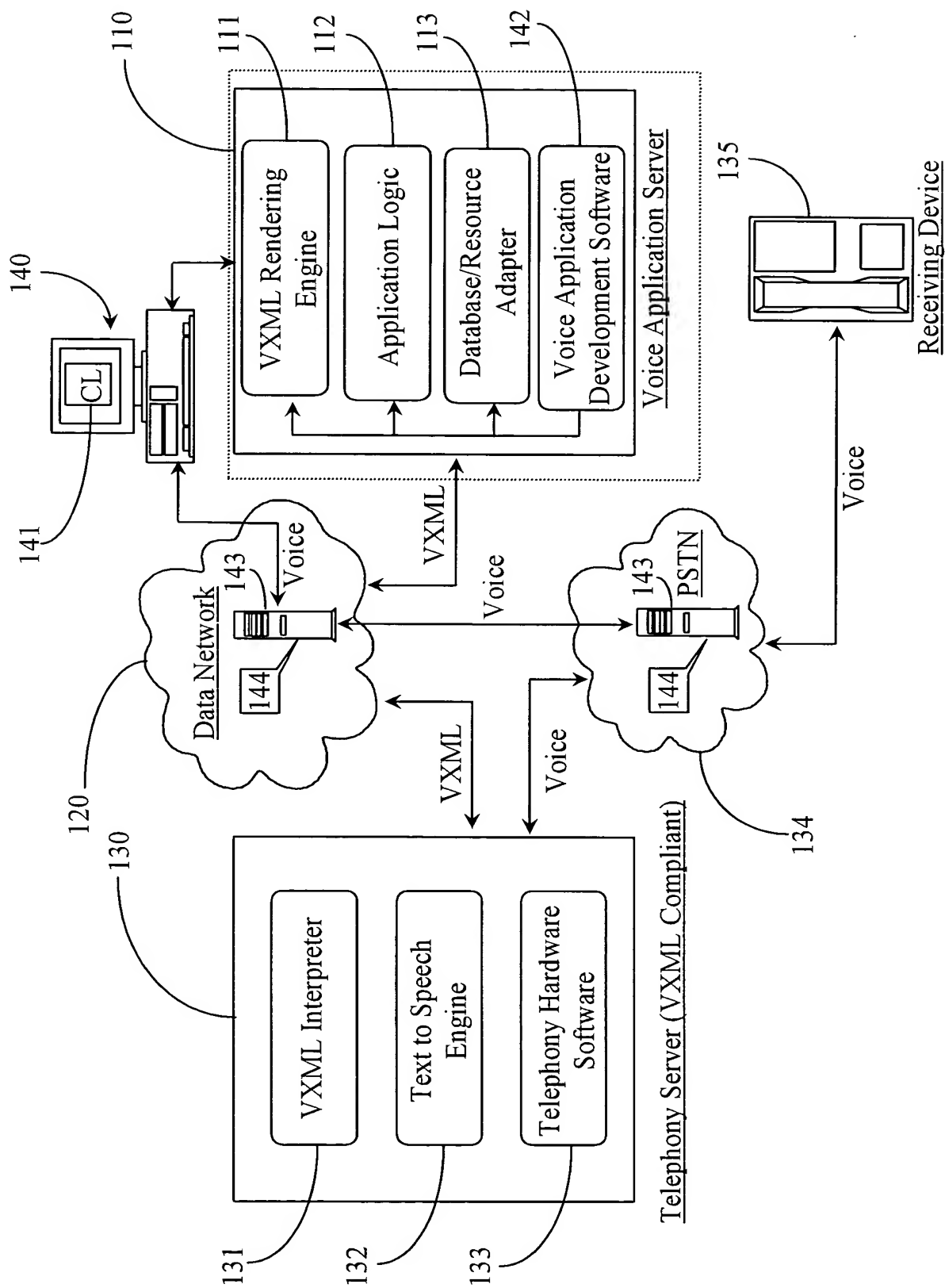


Fig. 1B

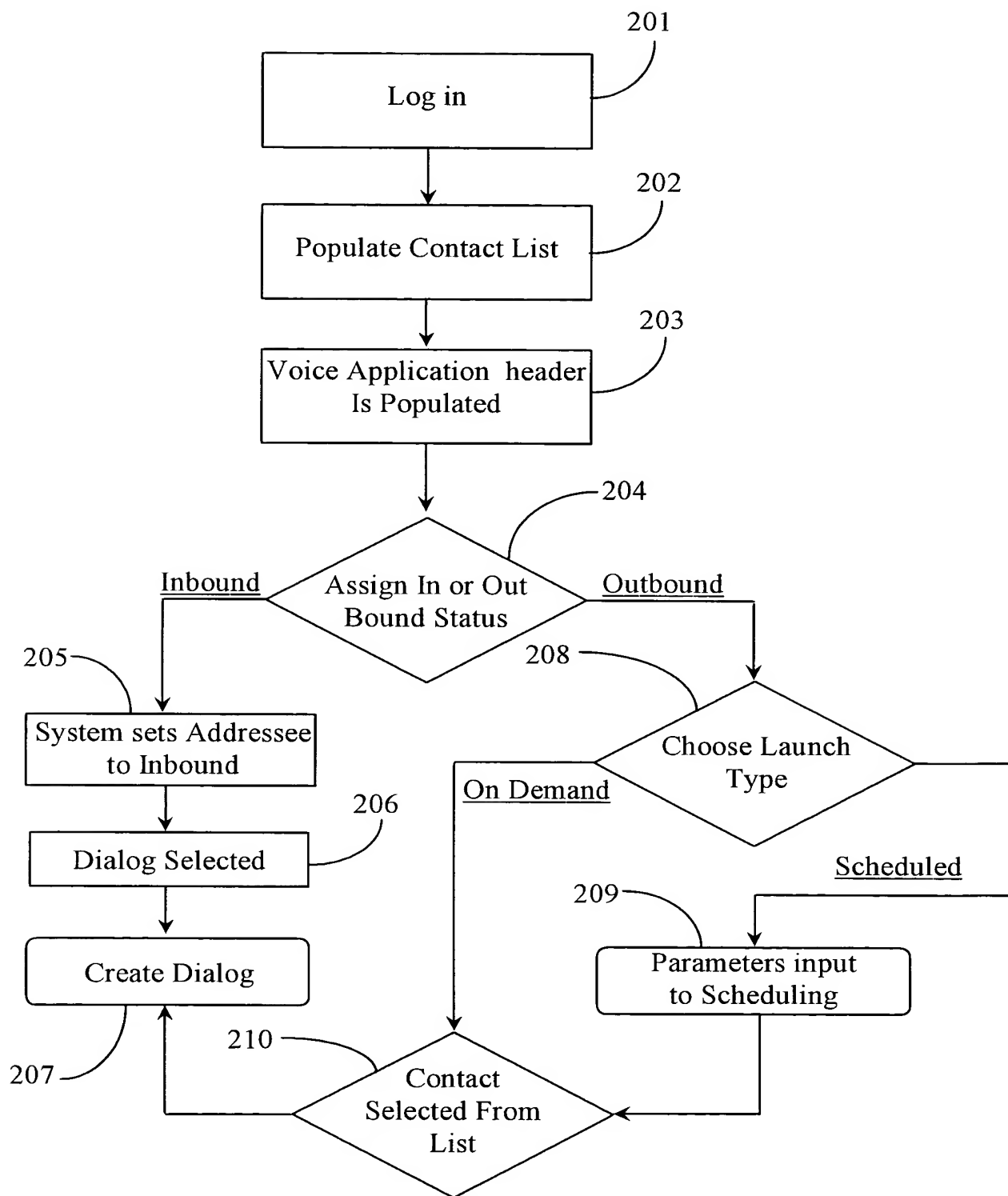
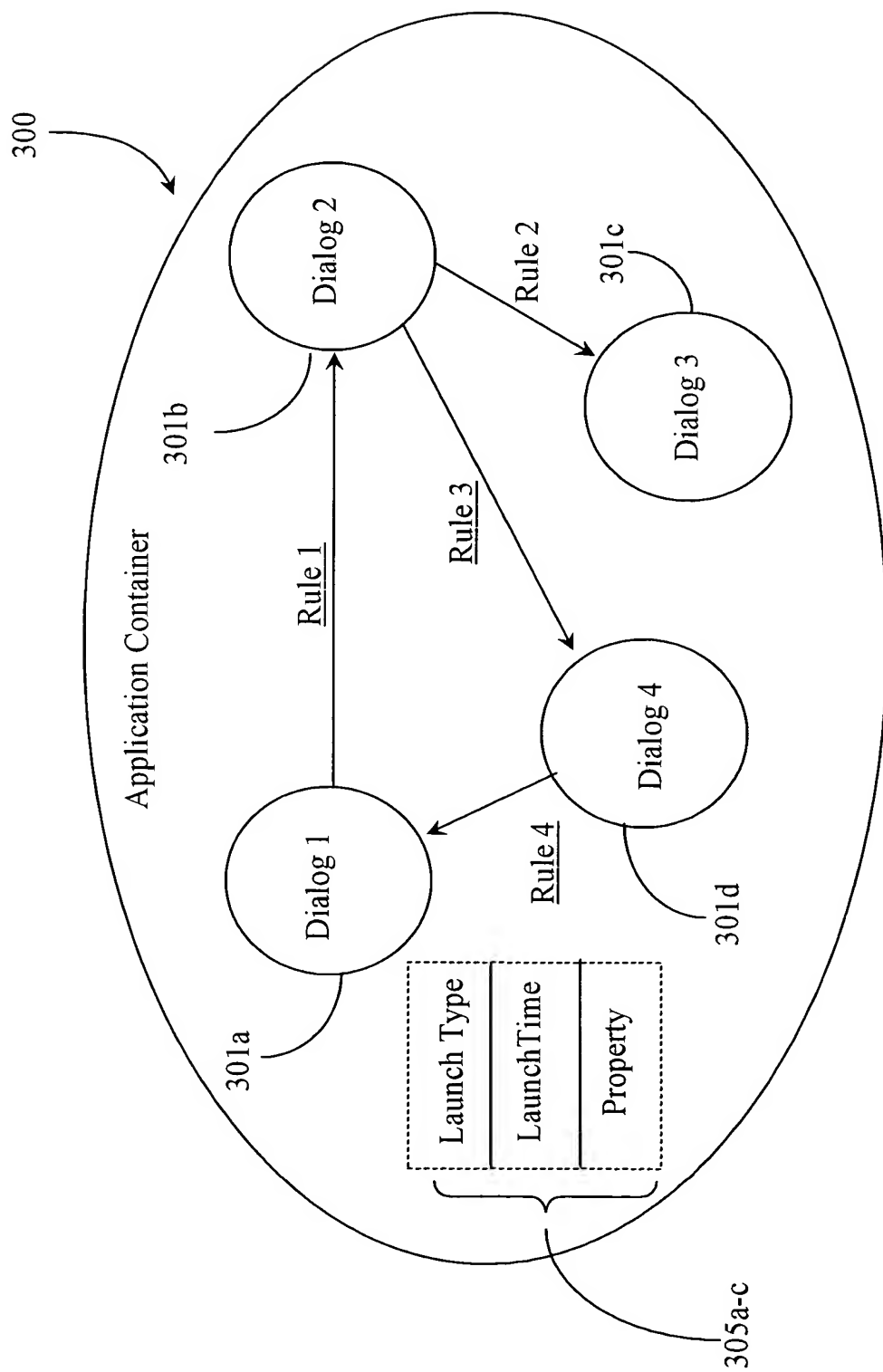
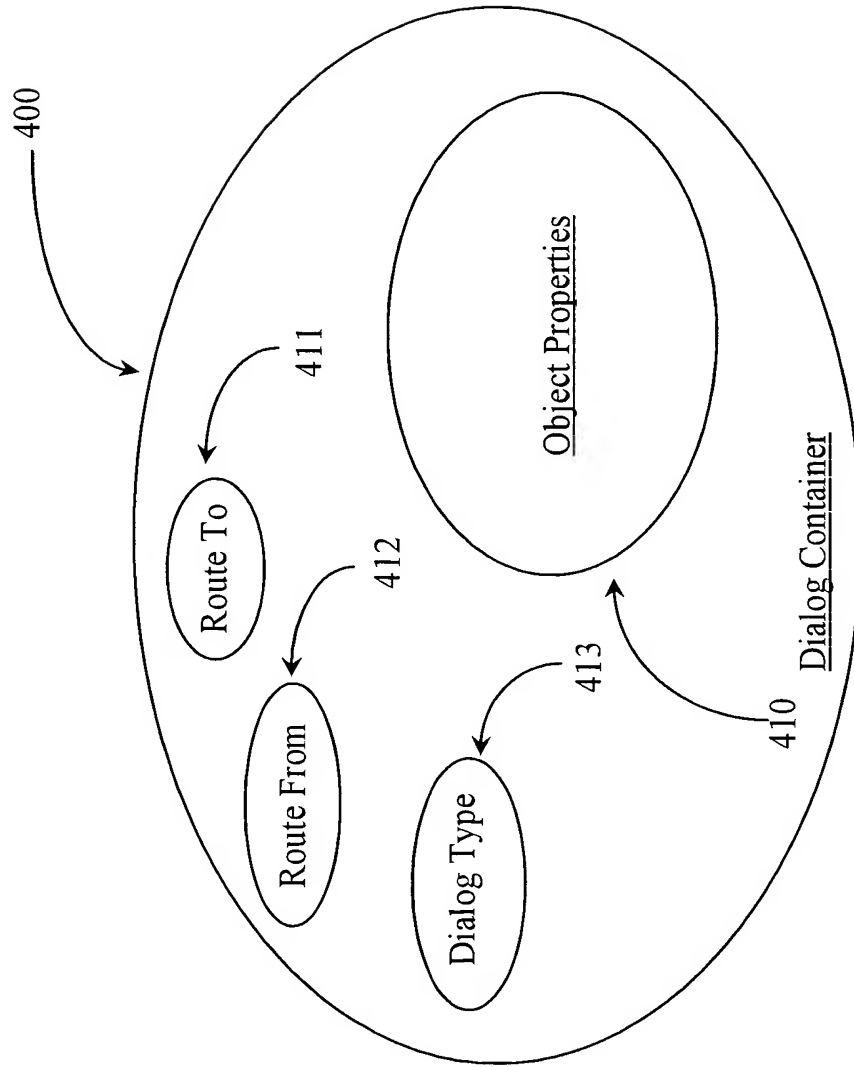


Fig. 2



Voice App Object Model

Fig. 3



Dialog Object Model

Fig. 4

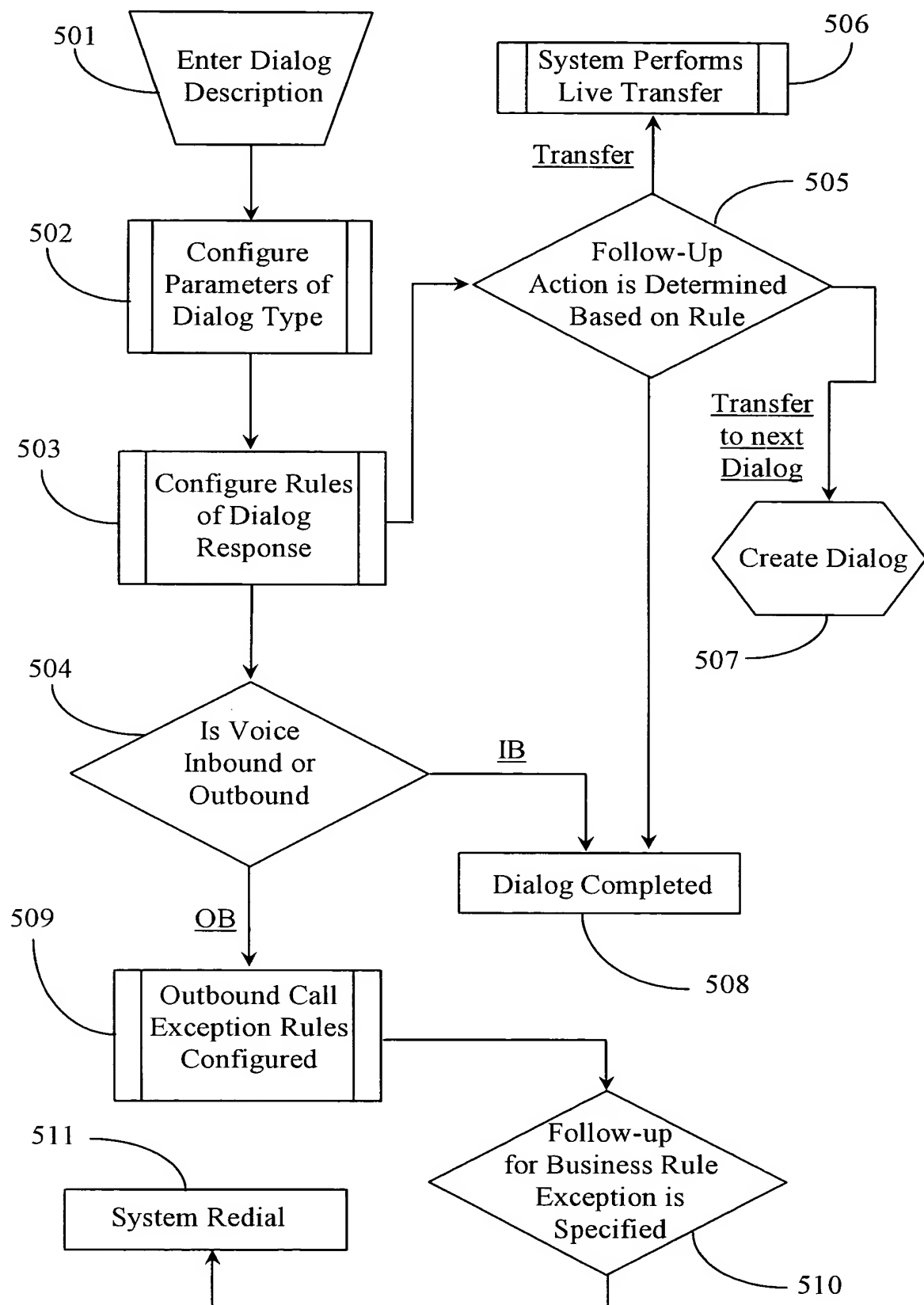


Fig. 5

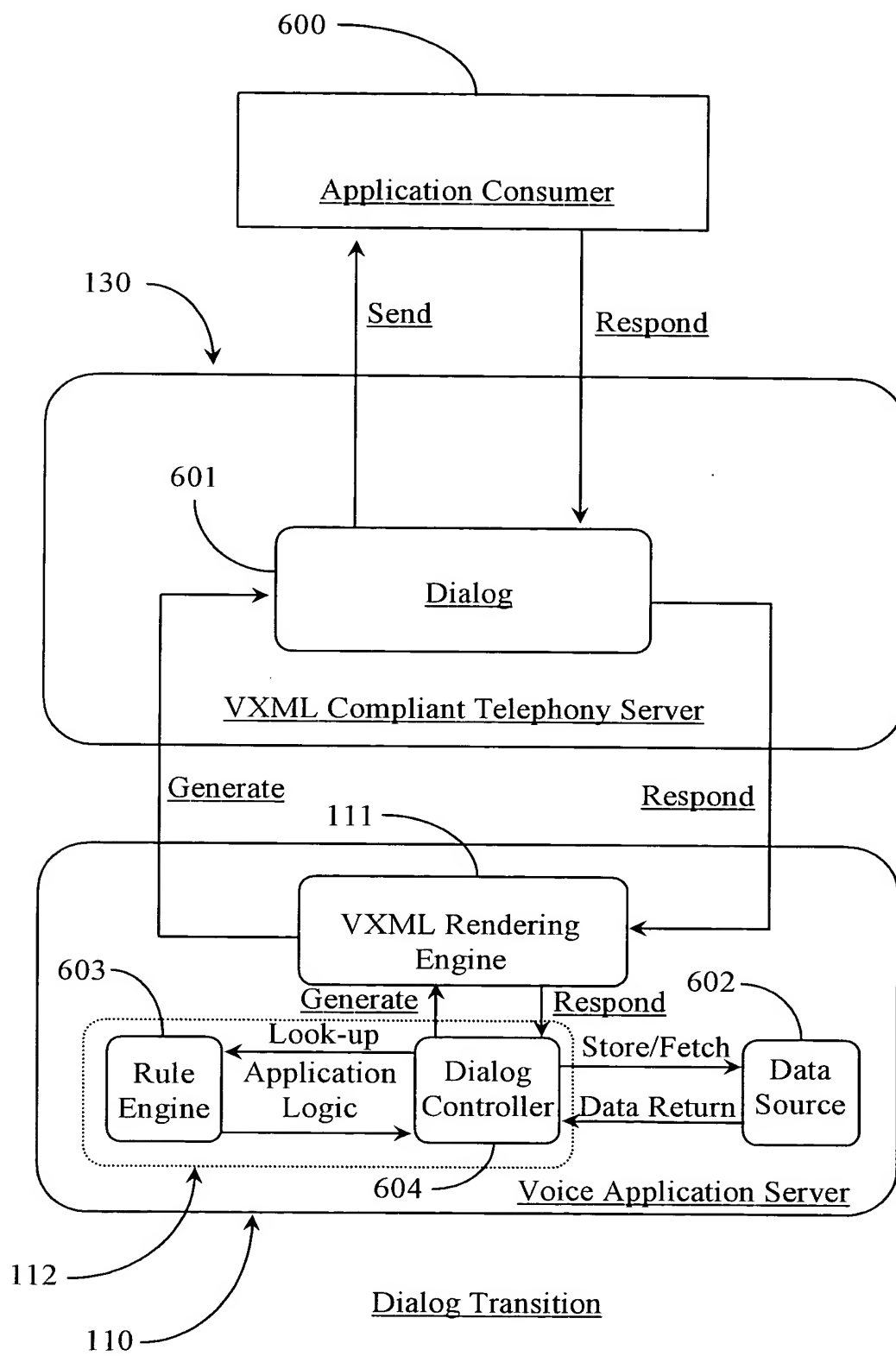


Fig. 6

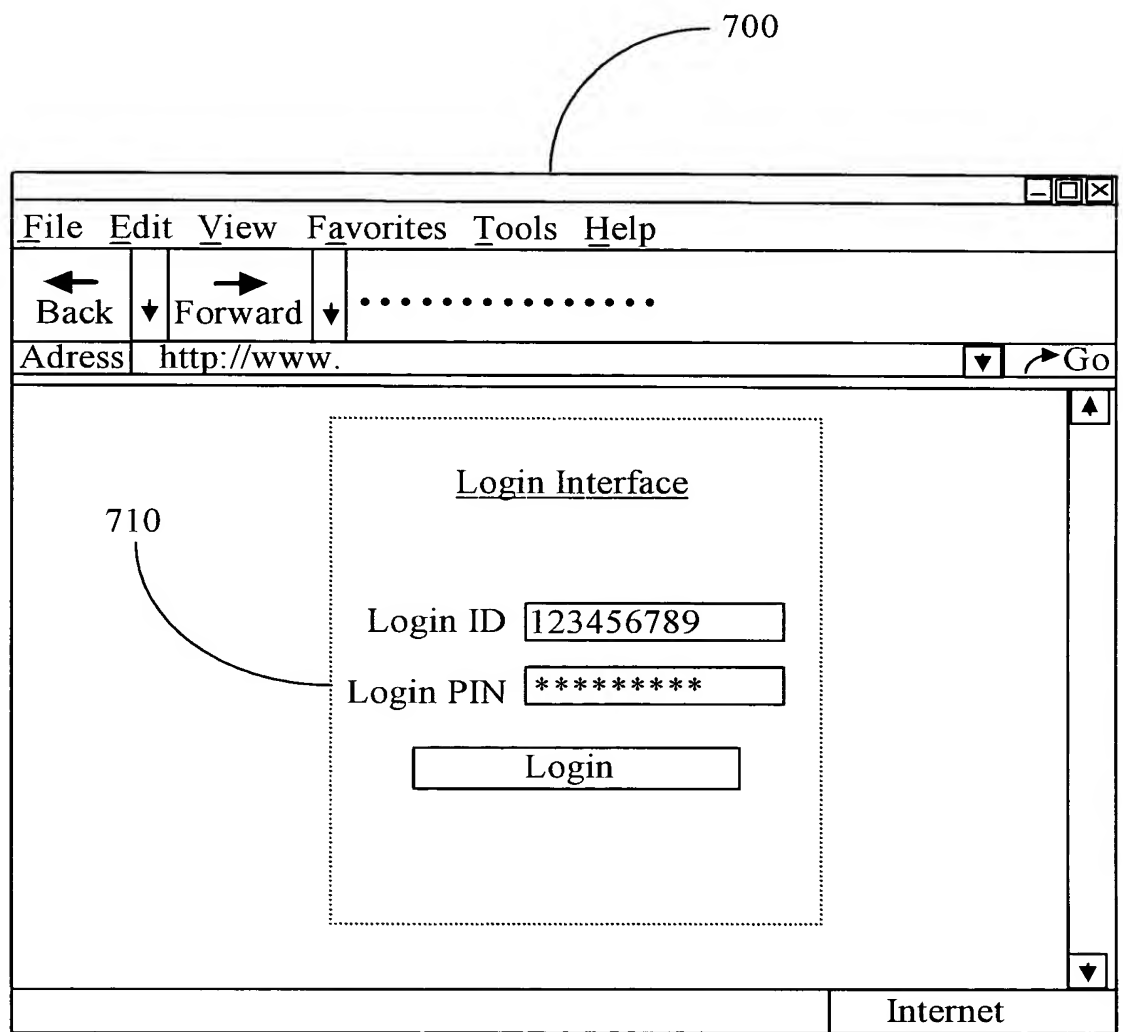


Fig. 7

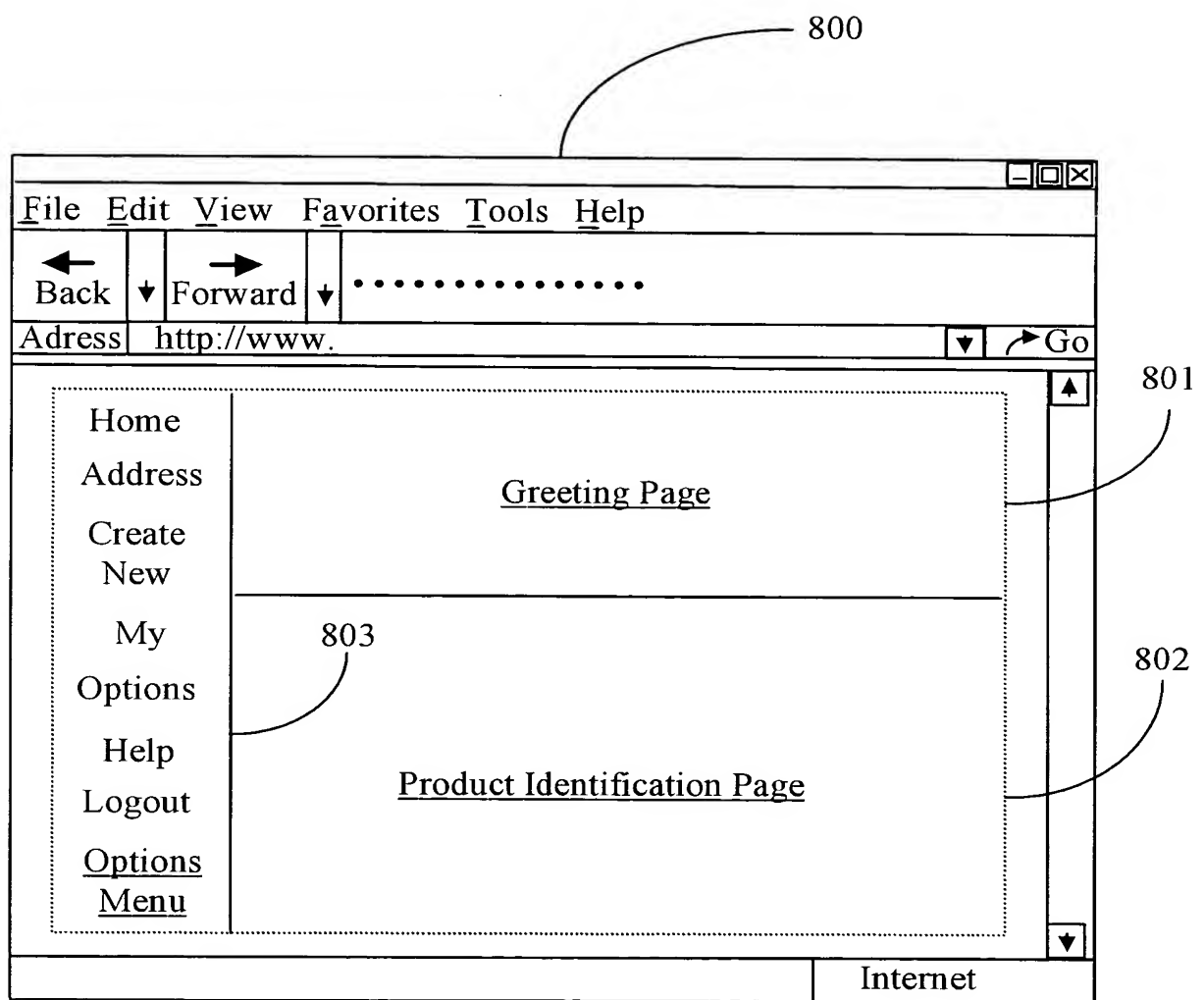


Fig. 8

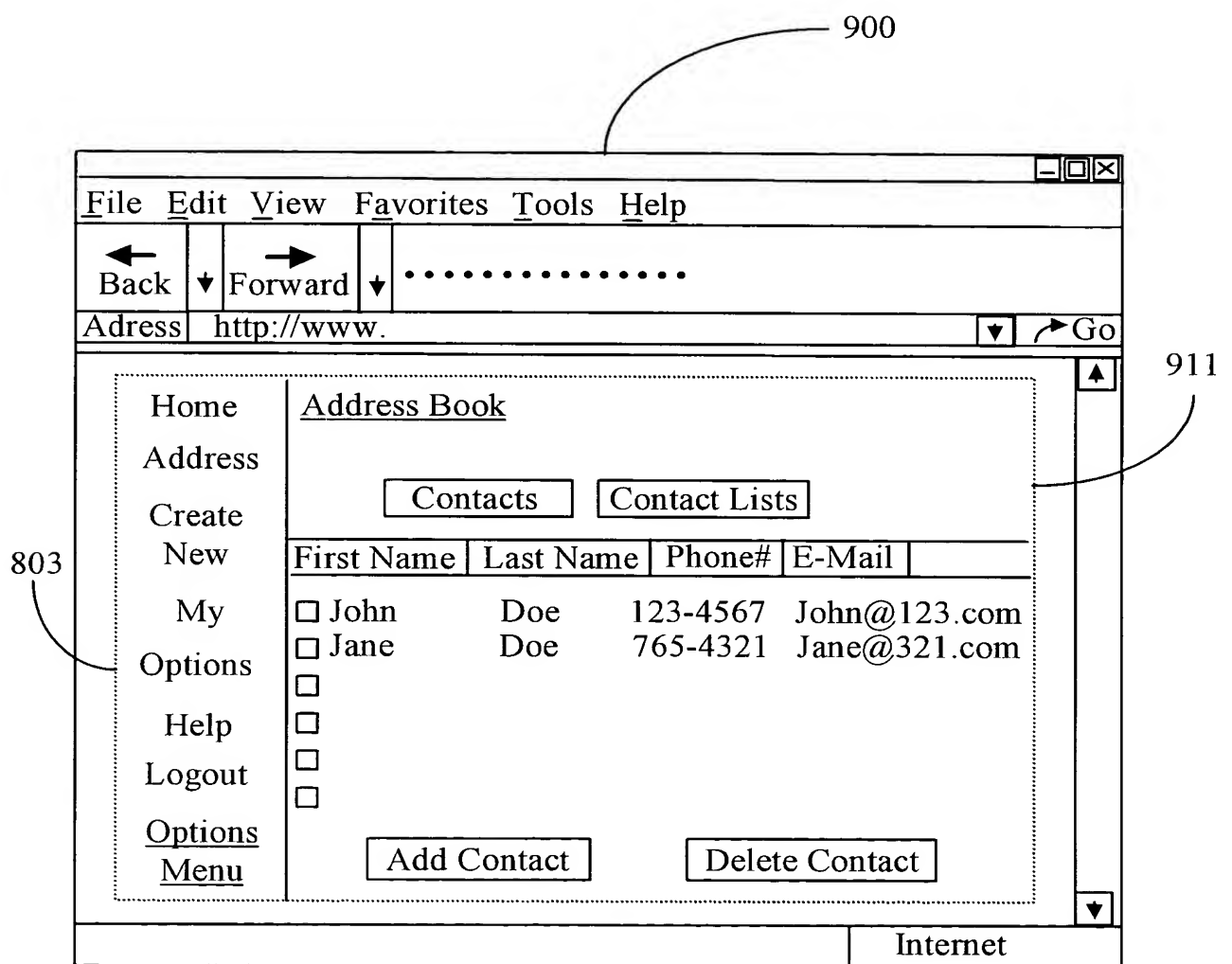


Fig. 9

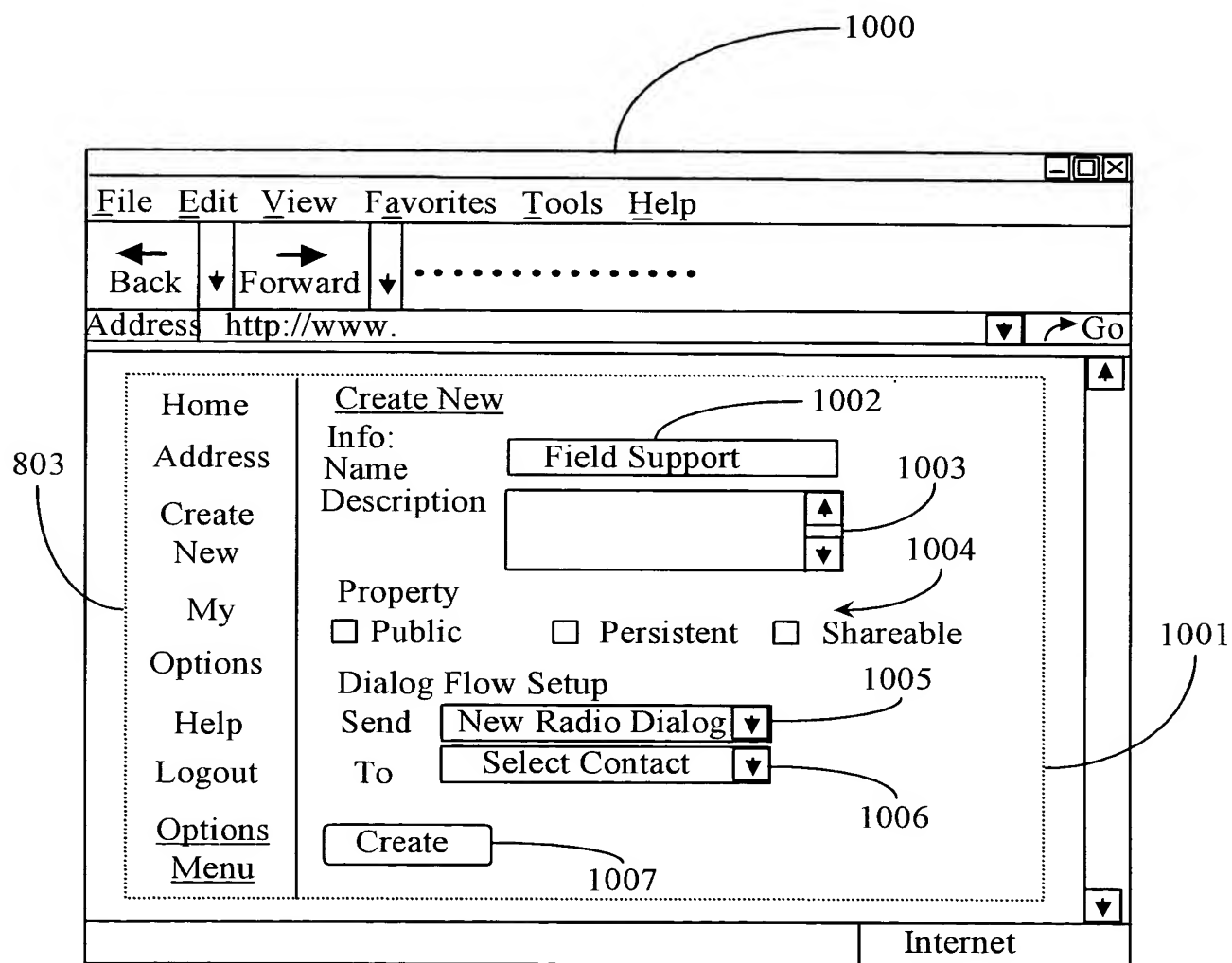


Fig. 10

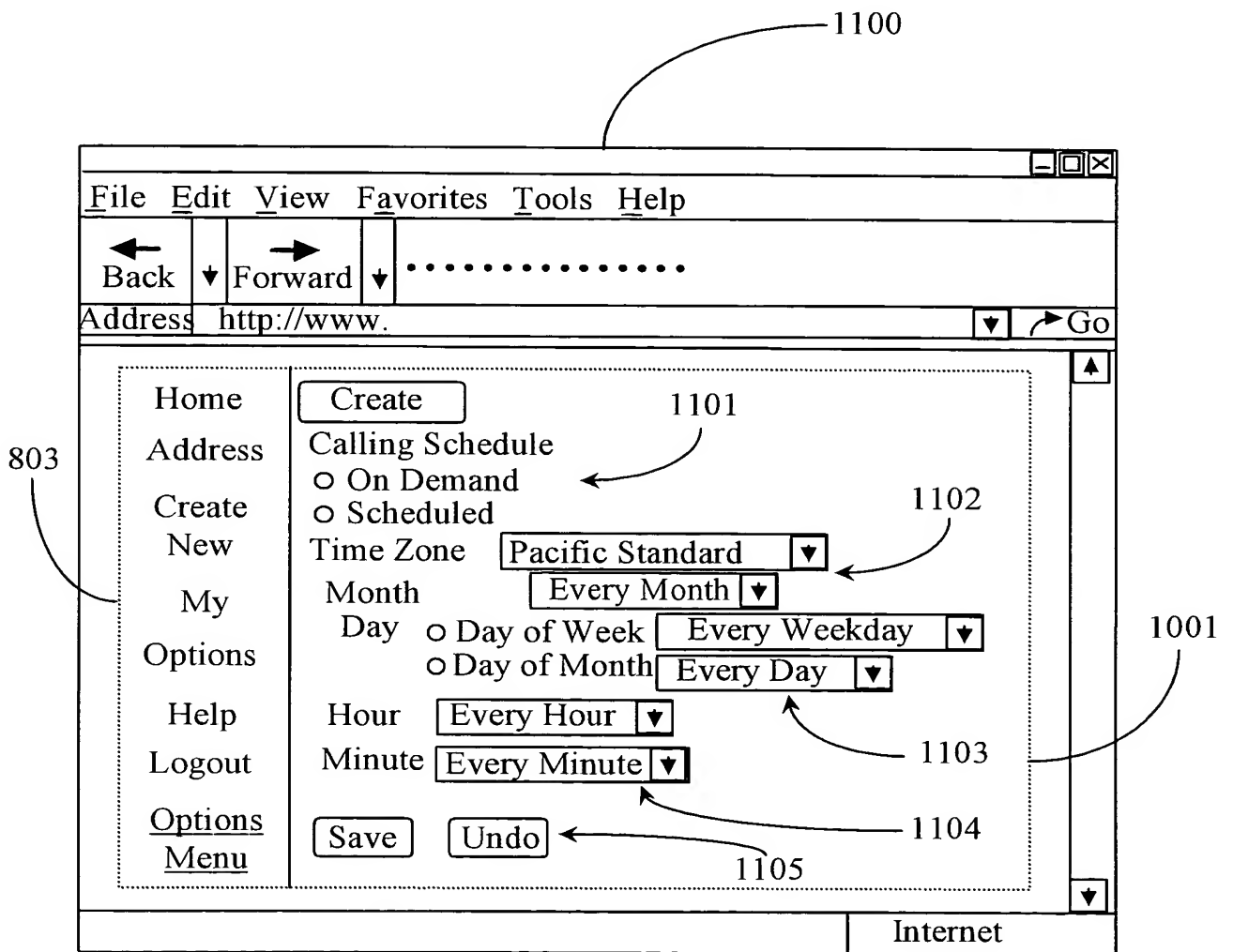


Fig. 11

1200

1201

1202

1203

Dialog Design Panel

Route to John Doe

Dialog Name

Field Support

Dialog Description

Save Dialog

Save and Close

Undo Changes

Radio Dialog Expected Responses

☐ Response
 Follow-Up Action

☐ Yes
 ☒ No Action
 ☒ Connect
 Select

☒ Send
 R-Dialog
 To
 Select
 Details

☐ No
 ☒ No Action
 ☒ Connect
 Select

☒ Send
 Request
 To
 John Doe
 Details

Create New ResponsesDelete Dialog Response

Route-to Connection Exceptions

Exception

Follow-Up Action

Caller Reject
 ☒ No Action
 ☒ Redial
 ☒ Send
 RR

 To
 John Doe
 Details

Line Busy
 ☒ No Action
 ☒ Redial
 ☒ Send
 RR

 To
 John Doe
 Details

Voice Mail
 ☒ No Action
 ☒ Redial
 ☒ Send
 RR

 To
 John Doe
 Details

Save Dialog

Save and Close

Undo Changes

Dialog Design Window

Fig. 12

1300

1301

1302

1303

Dialog Design Panel

Route from John Doe

Route to Jane Doe

Dialog Name

Field Support

Machine number <resource: Machine_code/> is broken. Are you available to fix it?

Save Dialog

Save and Close

Undo Changes

Radio Dialog Expected Responses

☐ Response
 Follow-Up Action

☐ Yes
 ☒ No Action
 ☒ Connect
 Select

☐ No
 ☒ No Action
 ☒ Connect
 Select

☐ Send
 ☐ Send
 R-Dialog
 To
 Select
 Details

☐ Send
 ☐ Send
 Request
 To
 John Doe
 Details

Create New Responses

Delete Dialog Response

Route-to Connection Exceptions

Exception

Follow-Up Action

☒ Caller Reject
 ☒ No Action
 ☒ Redial
 ☒ Send
 RR
 To
 John Doe
 Details

☒ Line Busy
 ☒ No Action
 ☒ Redial
 ☒ Send
 RR
 To
 John Doe
 Details

☒ Voice Mail
 ☒ No Action
 ☒ Redial
 ☒ Send
 RR
 To
 John Doe
 Details

Save Dialog

Save and Close

Undo Changes

Dialog Design Window

Fig. 13

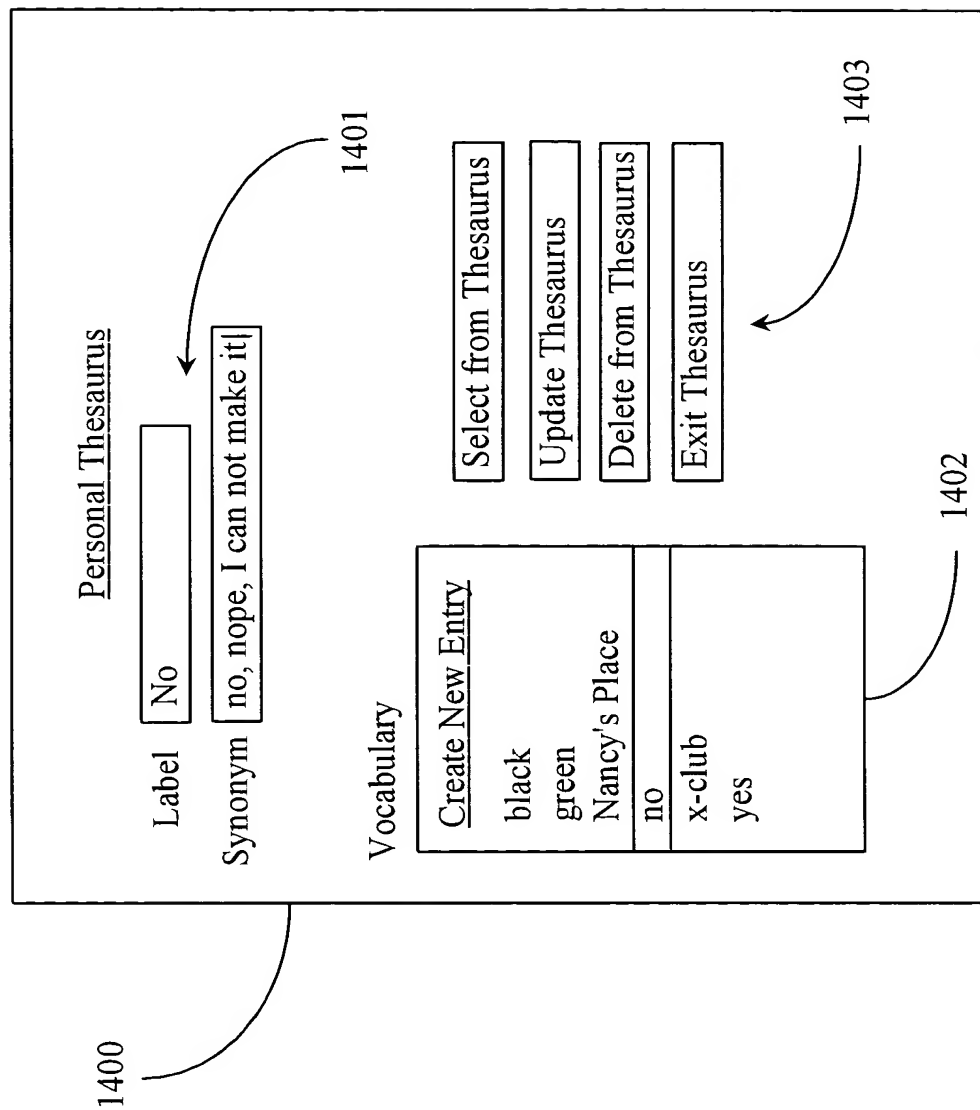


Fig. 14

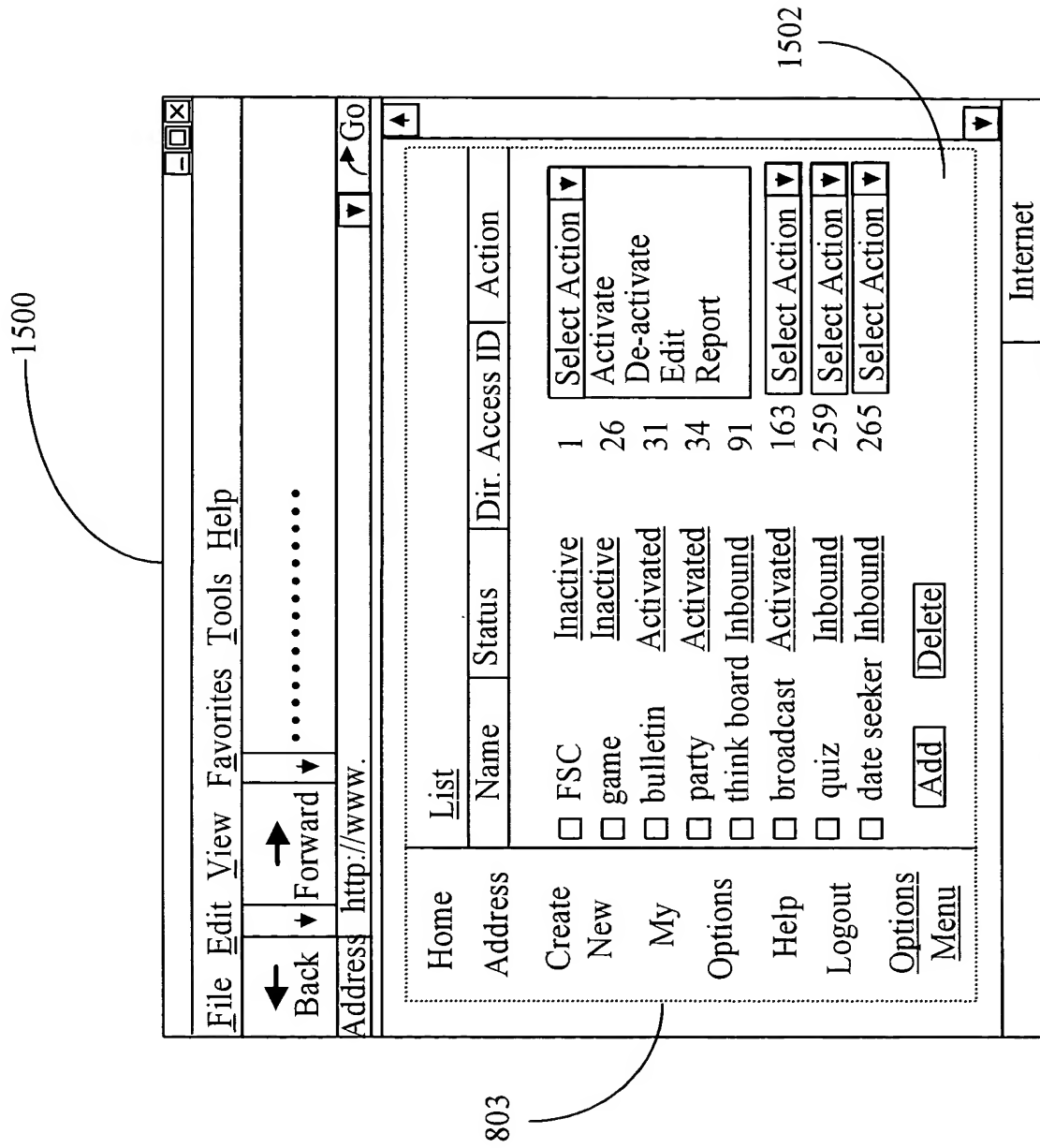
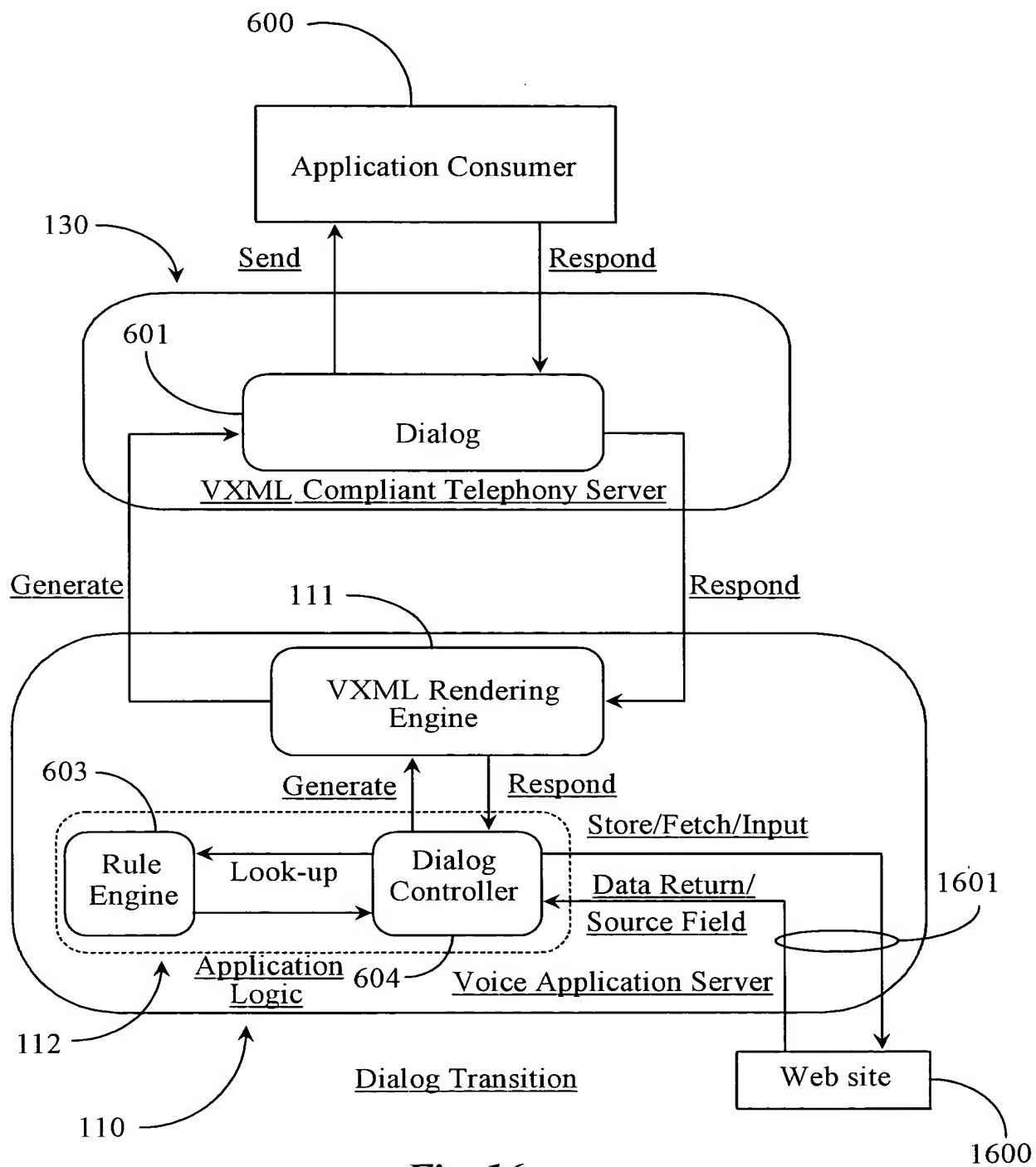


Fig. 15



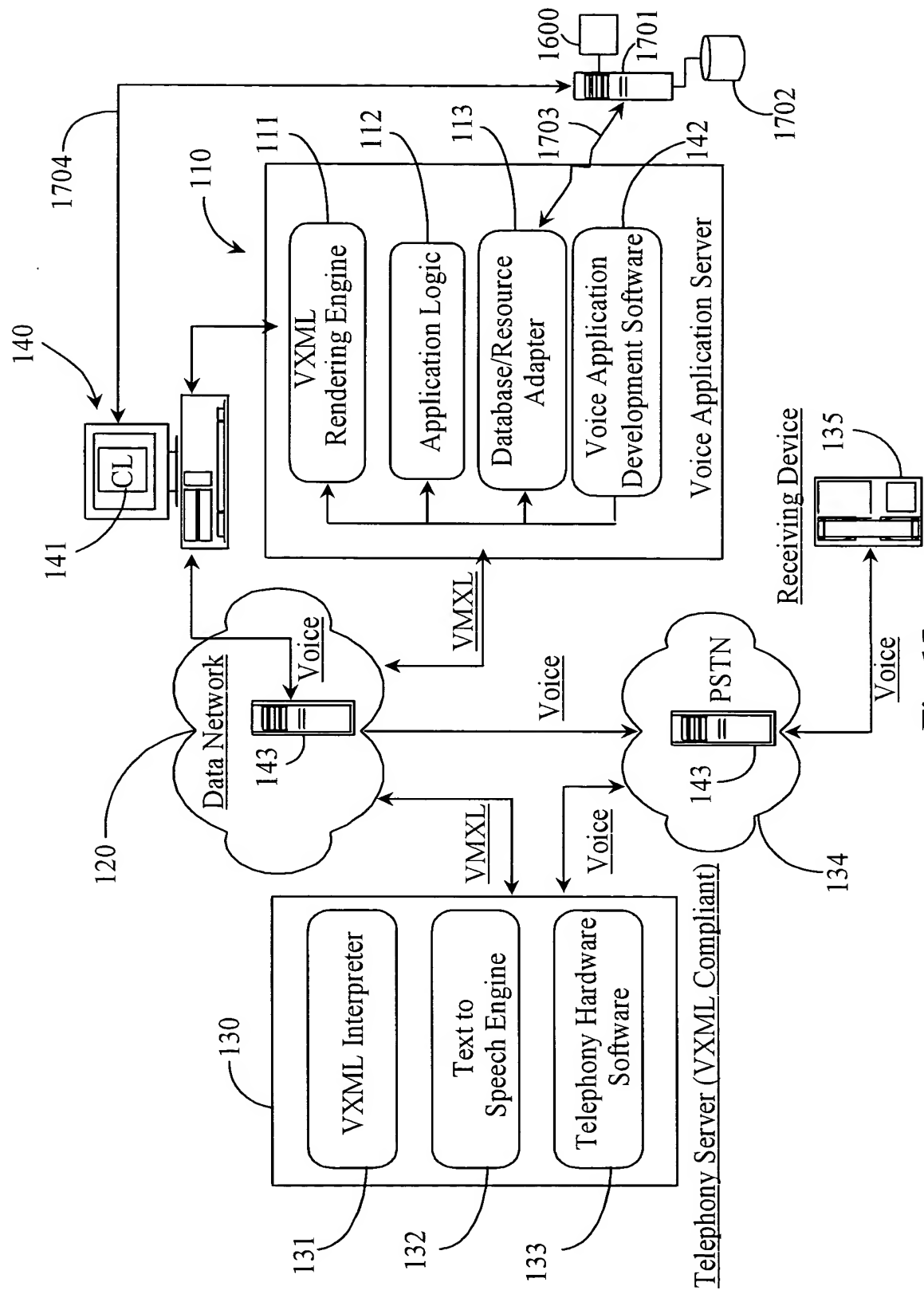


Fig. 17

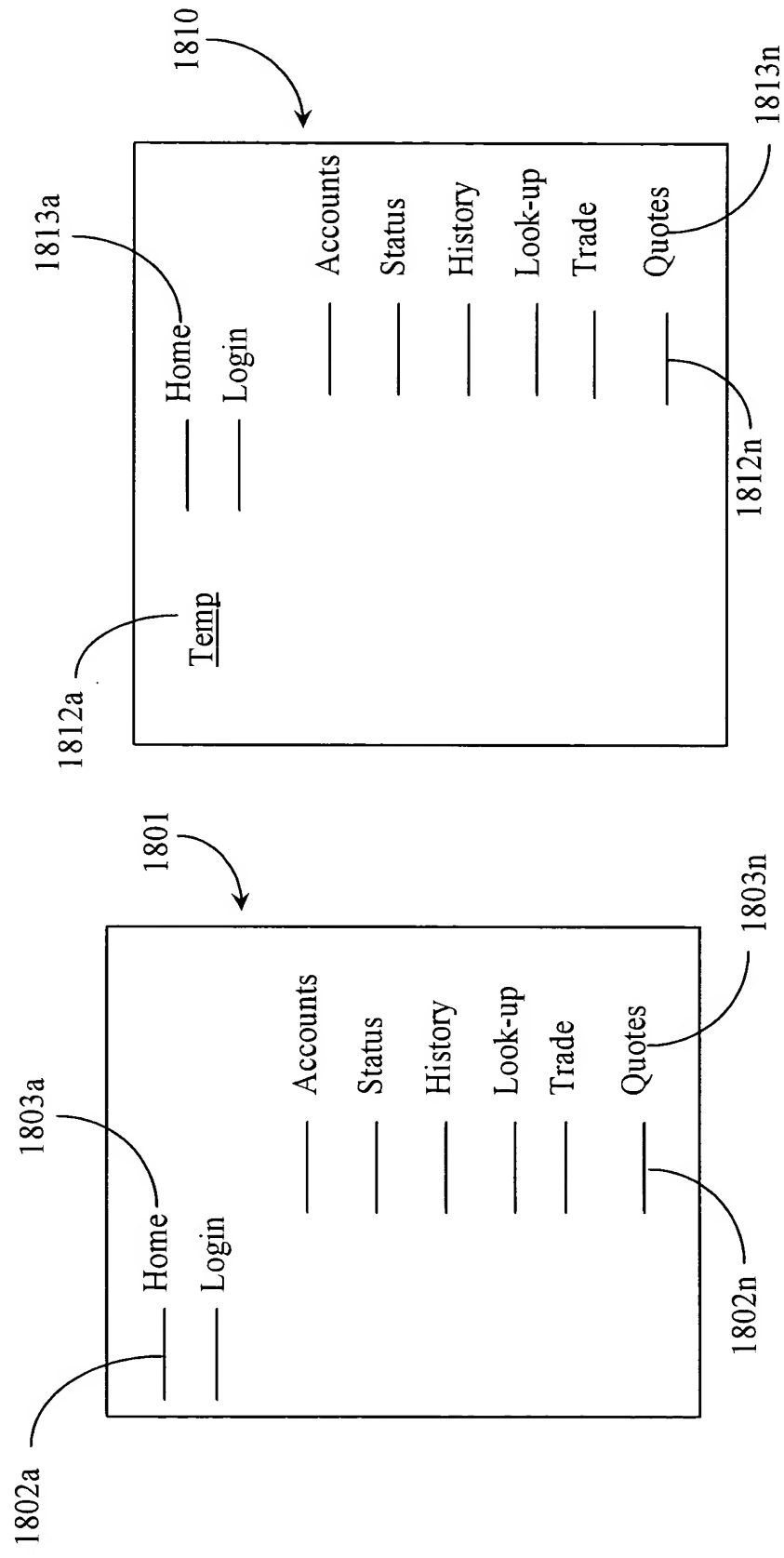


Fig. 18

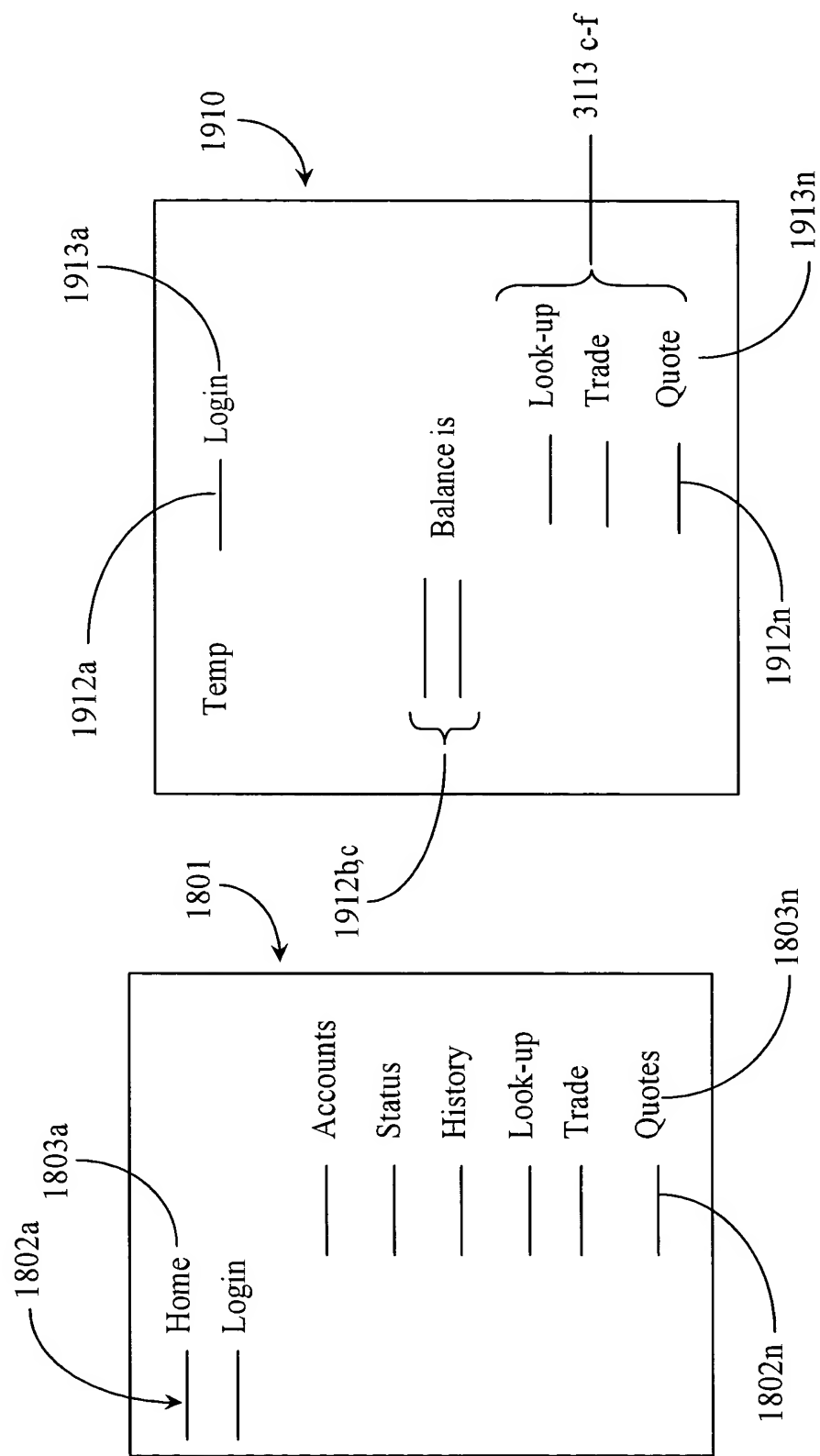


Fig. 19

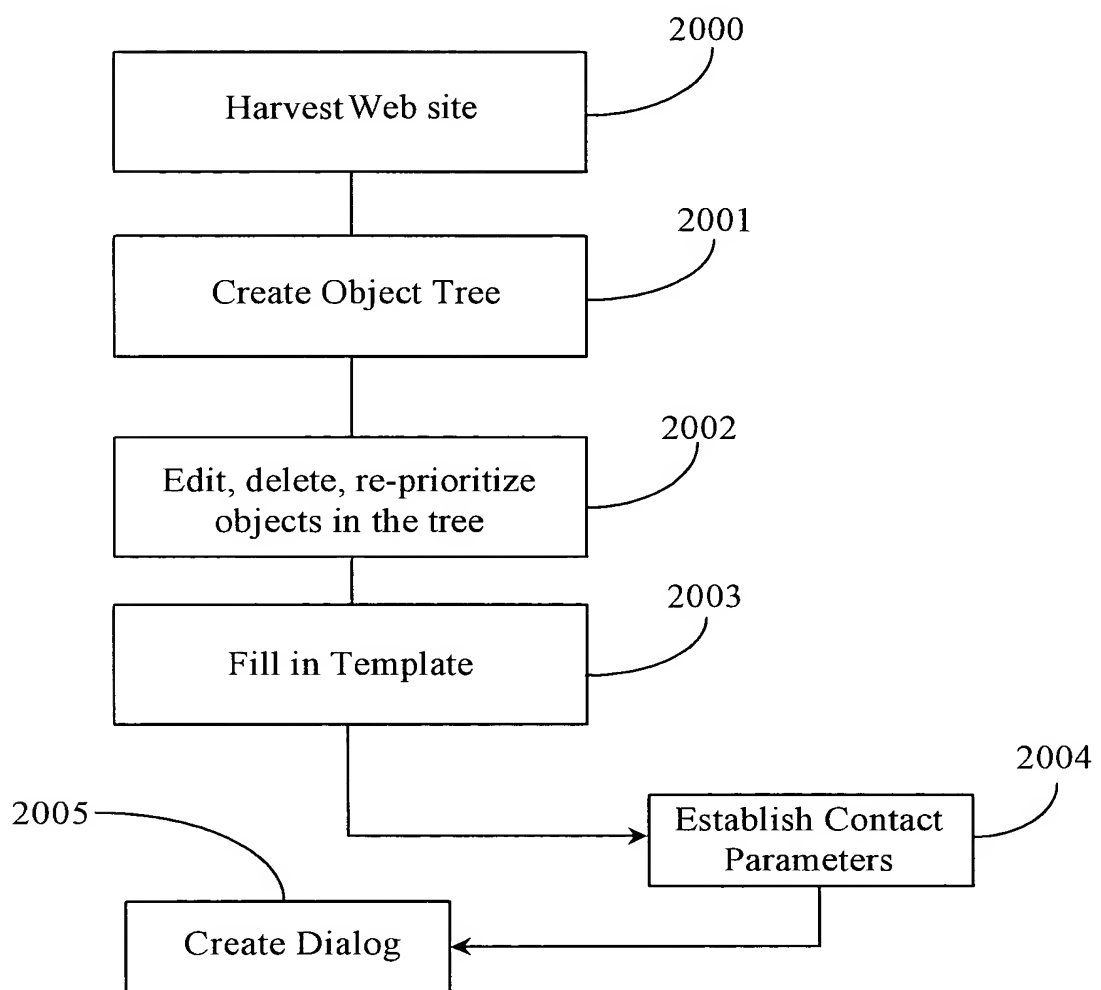


Fig. 20

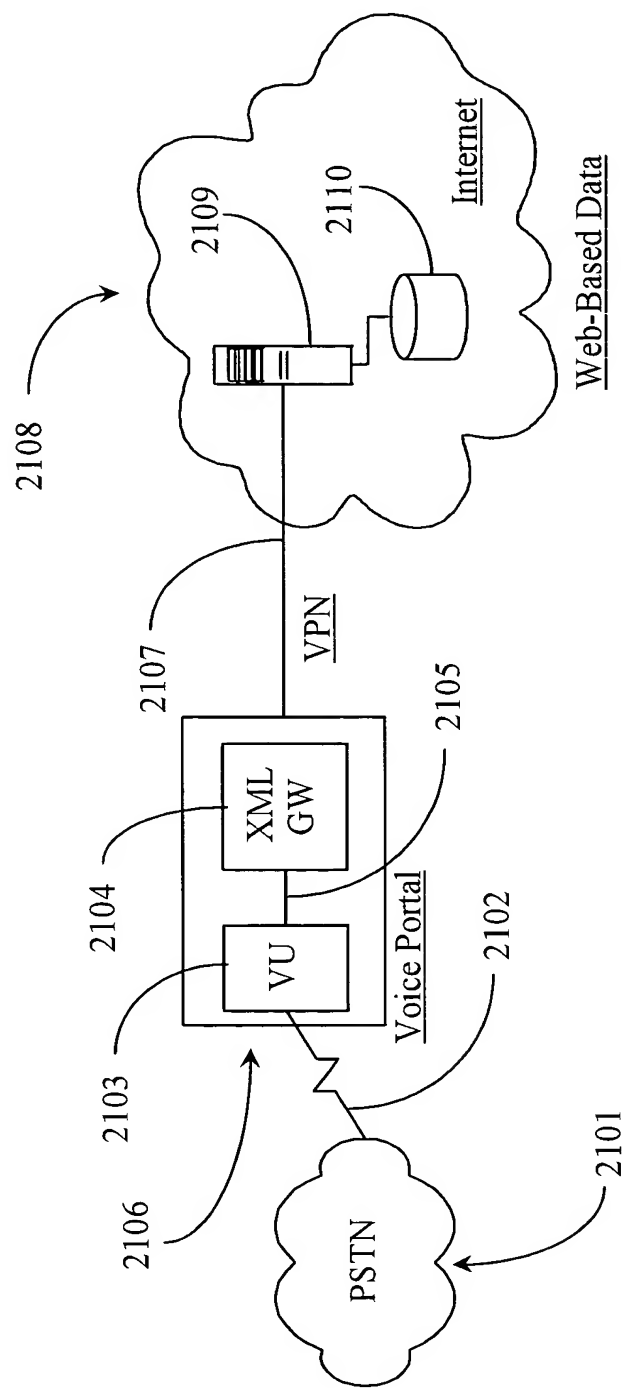


Fig. 21

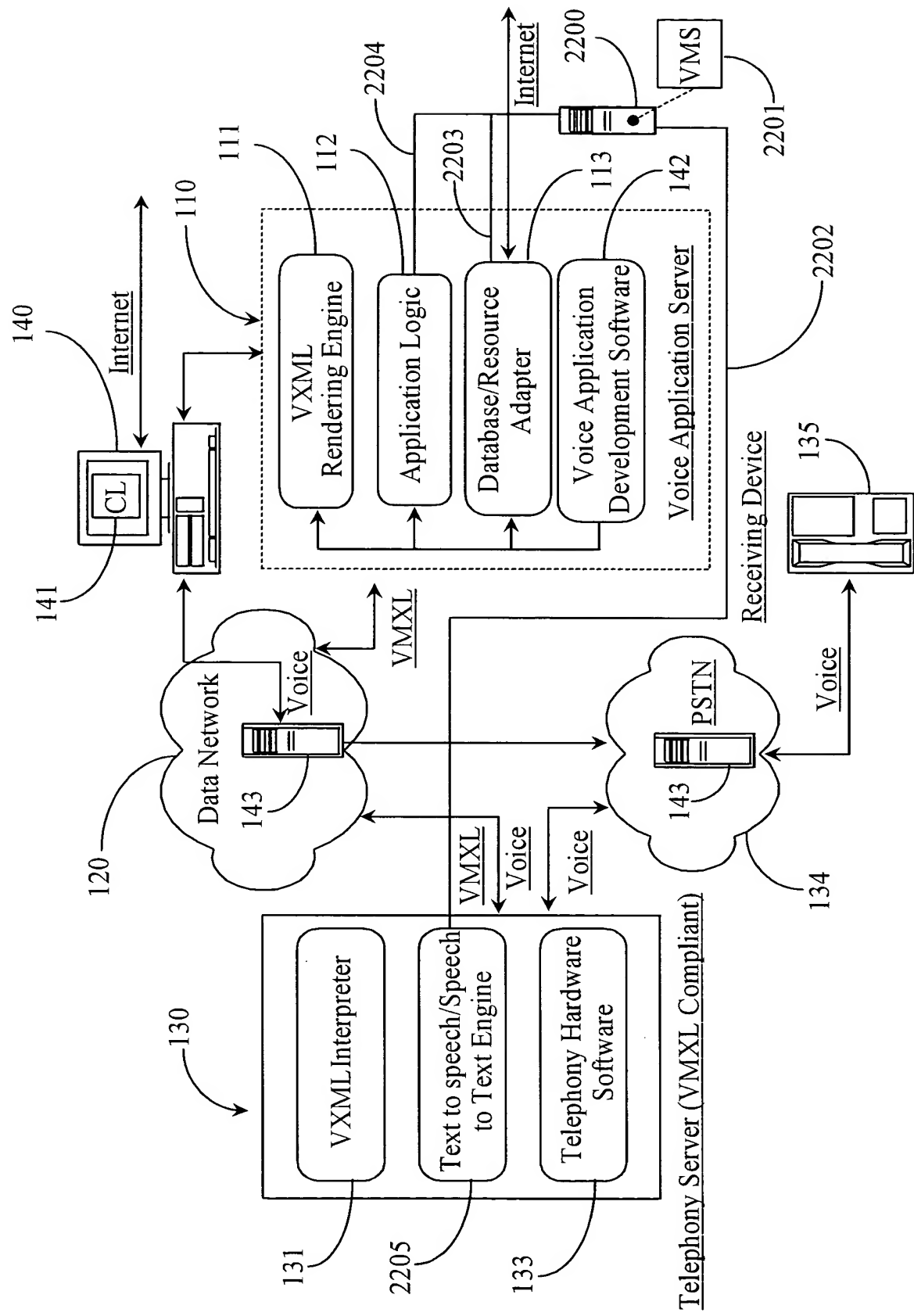


Fig. 22

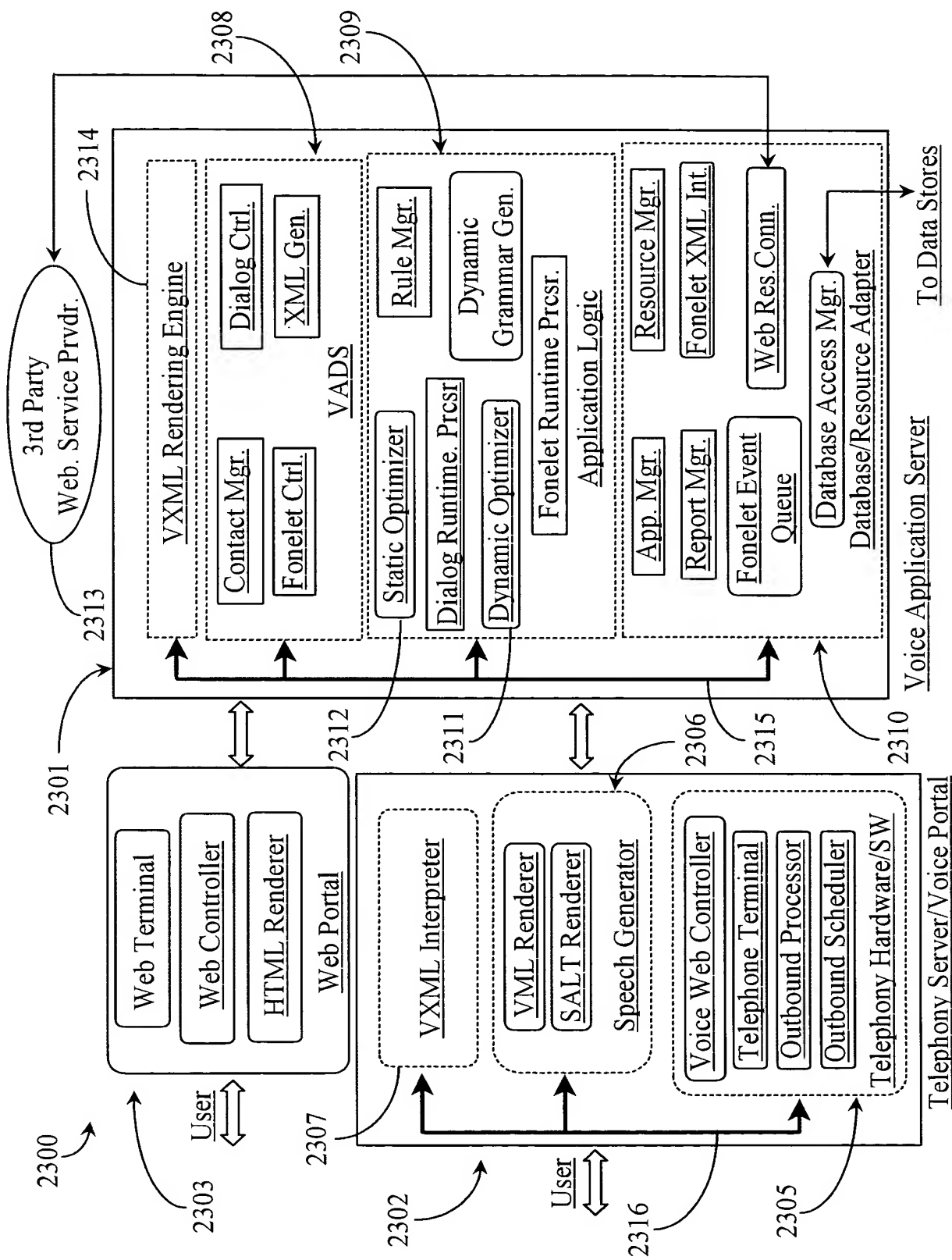


Fig. 23

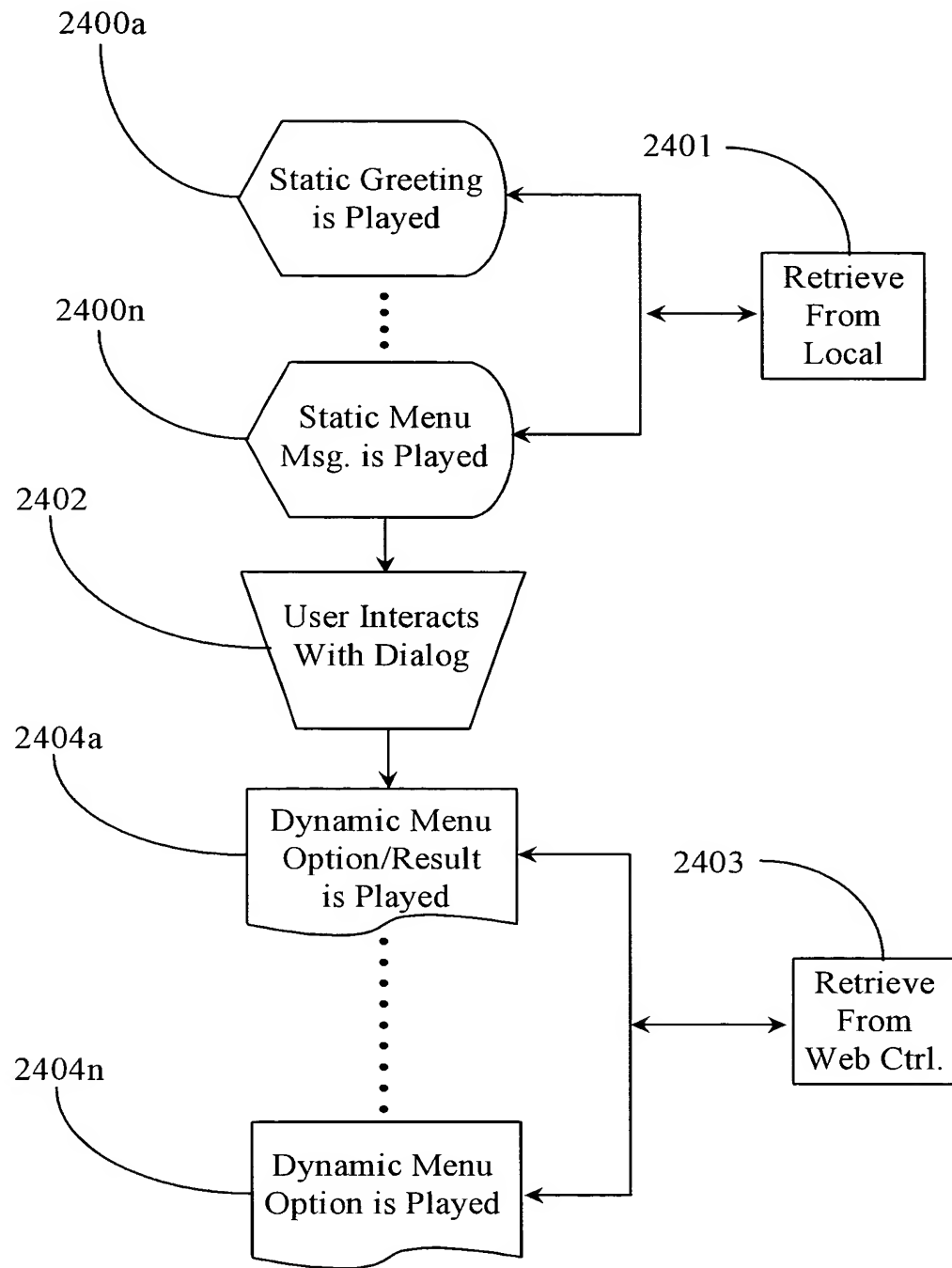


Fig. 24